

PARKVIEW

# MyChart

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PATIENT GUIDE



**PARKVIEW**  
HEALTH

# Welcome to Parkview MyChart!

**mychart.parkview.com**

Welcome to your one story of care.  
As a patient of Parkview, you now have access to your health information from the convenience of your home, or even from the palm of your hand.

**Username:** \_\_\_\_\_  
Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. (Username may consist of lower and upper case letters, numbers, and these special characters: . \_@)

**Password:** \_\_\_\_\_  
Your password must be different than your username. (Your password must contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @, \*, &, \$, ?)

**Security Questions:**

- What is the name of your first pet?
- Who is your favorite person from history?
- What was the make of your first car?
- Who was your closest childhood friend?
- What street did you grow up on?
- What was the name of your elementary school?
- What was your high school mascot?
- What is the year of your first child's birth?
- What is your mother's middle name?

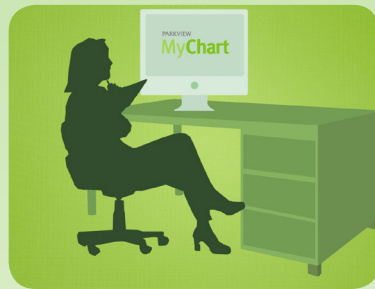
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## What Can You Do in MyChart?

In MyChart, you can:

- View your health summary, including current medications, allergies and immunizations
- Request and cancel appointments
- Send and receive secure messages with our staff
- Request prescription refills
- View and print test results



## How You'll Benefit from MyChart

- Access your health information anytime, anywhere
- Save time spent organizing your health files
- Cut down on “phone tag” by sending a message to your physician
- With proxy access, stay informed about loved ones’ health information
- Know and understand more about your own health



## How to Activate Your Parkview MyChart Account

Once you've received your Parkview provided activation code, follow the instructions below to securely access your online medical record.

1. In your internet browser, go to **mychart.parkview.com**.
2. Click on the **Sign Up Now** link in the **New User?** box.
3. Enter your MyChart activation code. You will not need to use this code after you have completed the sign up process. If you do not sign up before the expiration date, you must request a new code.
4. Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated and click **Next**. You will be taken to the next sign up page.
5. Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. (Username may consist of lower and upper case letters, numbers, and these special characters: . \_@)
6. Your password must be different than your username. (Your password must contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,\*,&,\$,?)
7. Enter your security question and answer and click **Next**. This can be used at a later time if you forget your password.

8. Select your communication preference, and if applicable enter your email address. You will receive email notification when new information is available in your MyChart.

9. Click **Sign In**.

10. Review the terms and conditions page. Click the box next to "Please do not show this page next time" and click **Accept**.

11. You now have access to your MyChart account. It is recommended that you change your password frequently.

#### **ADDITIONAL INFORMATION**

If you have questions, you can email [mychart@parkview.com](mailto:mychart@parkview.com) or call (855) 853-0001 to talk to our MyChart staff. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.

## **Activating MyChart for Children Under 18 and Proxy Access for Adults**

To activate a MyChart account on behalf of a child under the age of 18 or an adult, you will first need to request proxy access.

#### **What is proxy access?**

Access to a child's or adult's MyChart account may be granted to individuals who have authority to view their medical information.

#### **When can my child request access to their own MyChart account?**

##### **0-13 years of age:**

Parent(s) can request proxy access to their child(ren), and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group.

##### **14-17 years of age:**

Teenagers in this age group can now request their own MyChart account. This requires parental consent and parents can still request proxy access to their teen's account. Parents with proxy access will have limited access to certain medical information.

##### **18 years of age and older:**

Patients will have their own MyChart account and can request that someone have proxy access to their chart.

#### **How do I request access?**

A MyChart Proxy Access Form needs to be completed in order to request proxy access to a child's or adult's MyChart account. The form can be obtained from your Parkview physician's office or by visiting [mychart.parkview.com](http://mychart.parkview.com) under the **Learn More** section.

#### **What do I do once the form has been completed?**

Once you have completed the form, you can submit it for approval through one of the following methods:

- Return to your physician's office
- Email to [mychart@parkview.com](mailto:mychart@parkview.com)
- Fax to Health Information Management, (260) 373-3781, Attention: Release of Information
- Mail to Health Information Management at 2200 Randallia Drive, Fort Wayne, IN 46805

Upon receipt, the form will be reviewed, and if approved, a proxy activation letter will be sent to your mailing address with the activation code and instructions on how to complete sign up.

If you have any questions, please email [mychart@parkview.com](mailto:mychart@parkview.com) or call (855) 853-0001.

## MyChart Can Now Be Accessed Securely from Your iPhone® or Android® Phone!

### GETTING STARTED WITH IPHONE

1. After you have activated your MyChart account (page 5), download and install the MyChart App from the App Store on your iPhone®, iPod® Touch, or iPad®.
2. Select Parkview Health from the list of healthcare providers.
3. Login with your Parkview Health MyChart username and password.

### GETTING STARTED WITH ANDROID

1. After you have activated your MyChart account (page 5) download and install the MyChart App from the Android Market on your Android Phone.
2. Select Parkview Health from the list of healthcare providers.
3. Login with your Parkview Health MyChart username and password.

## App Features

- Test Results – You are able to view your results that have been released to your MyChart account
- Messages – View and reply to messages from your provider's office
- Appointments – View future appointments, past appointments and request new appointments
- Medication-View medication list and request refills
- Health Reminders – View your health maintenance reminders
- Health Summary – View your health summary such as allergies, immunizations and health issues
- Proxy Access – View other accounts to which you have access in MyChart

## Frequently Asked Questions about the MyChart App

### **Why use the MyChart App?**

MyChart offers true mobility, instant access and optimized convenience. Users are not required to be in front of a traditional desktop or laptop computer to access the benefits of the MyChart system. Typical users would be patients who travel frequently, salespeople who spend a lot of time on the road, students, and those who have come to rely on an Apple or Android mobile device for internet access and messaging.

### **How do I use the app?**

To use the mobile MyChart App, you must first have a MyChart account. If you do not already have a MyChart account, please ask for your access code at your next Parkview Health appointment. The app is free. To get it, you need an iPhone, iPad, iPod Touch or Android device. From one of those devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

### **Can I change my password from the app?**

No. You must use the Parkview website ([mychart.parkview.com](http://mychart.parkview.com)) to change your password.

### **How do I sign up?**

Patients who wish to participate will be issued a MyChart activation code during their office visit or hospitalization. This code will enable you to login and create your own username and password. If you were not issued an activation code, ask to sign up during your next office visit or call (855) 853-0001.

### **Is it secure?**

Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses the same bank-level security that is used for other sensitive data transferred via the internet.

### **Can I create my account from the MyChart App?**

No. Before accessing your MyChart from the mobile app, you must first activate the account via your internet browser.

### **Can I enroll in MyChart without an access code?**

No. You must receive a Parkview provided activation code before you can successfully enroll in MyChart.

## MyChart Frequently Asked Questions

### What is MyChart?

MyChart offers patients personalized and secure online access to portions of their medical records. It enables them to securely use the internet to help manage and receive information about their health.

With MyChart you can use the internet to:

- View your health summary, including current medications, allergies and immunizations
- Submit requests to schedule or cancel medical appointments with 24 hours advance notice
- Send and receive secure messages with your provider that are related to your current medical condition(s)
- Request prescription refills
- View and print test results – sensitive information will not be available
- Update email address, mailing address, and phone numbers

### Can I use MyChart for medical emergencies?

No. MyChart should never be used for medical emergencies or urgent healthcare matters. If you have an urgent medical need or require emergency attention, please go to the nearest emergency room or dial 911.

### What can I NOT use MyChart for?

- Same-day appointment requests
- Same-day prescription refill requests
- Online clinical consultations and treatments; or
- Any purpose at all if your last office visit with your Parkview Health provider was more than three years ago

### Is there a fee to use MyChart?

No. MyChart is a free service offered to Parkview Health patients.

### Who is eligible to use MyChart?

MyChart is available to all patients treated at a Parkview location, and to those who have been given proxy access.

### Is MyChart secure?

MyChart is located on a secure server and you will be notified by email when you have new activity in your MyChart account.

### When will I see test results in MyChart?

Lab results are released to a patient's MyChart immediately upon completion. Imaging and pathology results are released typically within four business days. To view a complete list of results, click on the green **Include Hospital Results** box located on the test results page. You will receive an email message notifying you to check your MyChart account when test results are available. Results of a sensitive nature, such as pregnancy or STD testing, will not be released to MyChart.

## Patient Advice, Prescription Refills, and Patient Appointment Requests

### **If I send a message, when can I expect a reply?**

You will generally receive a response within two business days. MyChart messaging should NOT be used for urgent situations or emergencies.

### **Can I ask any type of question when using the “Get Medical Advice” message?**

No. As per the terms and conditions with Parkview Health, all messages sent through MyChart MUST be regarding your healthcare and conditions or the healthcare and conditions of a person for whom you have proxy access.

## Troubleshooting

If you are having difficulty accessing the MyChart website, double check to make sure you have entered mychart.parkview.com. There are similar websites. If you notice your screen is purple, you have entered the web address incorrectly.

### **Who should you contact for assistance?**

- Email mychart@parkview.com and please include full name and date of birth
- Phone: (855) 853-0001

### **Who should a patient contact if they forgot their password?**

- Online: Click on the “Forgot Password” link
- Phone: (855) 853-0001

### **Can I receive a new activation code if I lose my code, let it expire or did not receive it?**

You can send an email to mychart@parkview.com and after you verify the patient’s information, they will send a new code via U.S. Postal Service. Privacy issues prevent Parkview from emailing a new activation code.

### **What should I do if my activation code doesn’t work?**

For security reasons, an activation code expires after 90 days and is no longer valid after the first time it is used. If you have problems, you can contact:

- Email: mychart@parkview.com
- Phone: (855) 853-0001





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